



TruAssure System Update FAQs for Members

At TruAssure, we are truly committed to providing quality products and exceptional service. We want to keep you informed on our dental benefits administration update occurring June 8, 2023. Our team is dedicated to providing the resources and support you need to make this update as seamless as possible.

Many of these changes are behind the scenes, but there will be several changes you may notice that we want you to be aware of to help ensure a smooth transition with as little disruption as possible.

When will this change happen?

We are updating our dental benefits administration system on June 8, 2023. There will be a small time period where some functions may not be available on our website and benefit system closer to June 8. Our team is working diligently to make sure this is a seamless experience for our mutual customers.

Will there be downtime for any systems?

Yes, there will be a small time period that some functions may not be available, such as enrollment or payment updates, on our website closer to the go-live date. We will provide you with advanced notification prior to the service interruption.

- Starting on May 30, the member portal will be unavailable until June 8. During this time, you will not be able to access benefit and claim information online. If you are not part of a group plan and purchased a TruAssure Individual and Family plan, you will not be able to access or update your payment information online. For assistance while online capabilities are unavailable, please [contact us](#).

Will my data be secure?

Yes, all security and privacy for your information always is prioritized by TruAssure. We will continue to focus significant time and investment on our personnel, systems, processes and technologies in addressing cybersecurity. Our planned technology updates will continue to offer more features to safeguard your information.

What is changing?

Many of our changes will be behind the scenes affecting our administrative processes, but you will notice several changes.

- **Member ID number:** You will have a new member ID number beginning June 8 as part of the system update. Your new ID number is 14 digits and will start with "51" followed by a series of zeros before your existing ID number (for example, if your existing ID is 123456, your new ID would be 51000000123456). After June 8, you can access your new member ID card online through the member portal at TruAssure.com.
- **Changes to your member portal login:** Registered member portal users will keep the same username but will need to set up a new password once our new member portal is live June 8. You will receive an email directly from TruAssure with your username, temporary password and link to our new portal by June 8. Please note, after the initial sign in with your username and temporary password, you will be prompted to update your password. The TruAssure member portal will look different, but will still have the same functionality. You are able to view benefit and claim information, download your ID card with your new ID number and more.
- **Claims processing:** As we prepare for the June 8 update, claims may be temporarily delayed by a week.



- **Website:** The look and feel of our website is changing and will continue to have an easy-to-use format.

For our individual members only:

- Starting on May 23, online enrollment in our individual and family plans is unavailable on our website until June 8. Paper applications may be submitted by mail during this time. Applications are available on our [forms page](#).

Please visit the member resource page at TruAssure.com for more information to help answer any additional questions you may have.

What will not be changing?

- Customer service phone numbers and emails. You will still be able to reach our customer service representatives with the same phone number and email you have been using.

How can I get more information?

We will continue to be in touch with you as we approach June 8 with additional information and resources to help you through the transition. Please feel free to contact our customer service team with questions at 888-559-0779 or CSI@TruAssure.com.